Q.1. What do you mean by the term voucher? Explain any four types of vouchers. OR

What is a folio? Explain any four types of folio.

(2+8=10)

Q.2. Explain the process of need analysis in the selection of a PMS. OR

Explain any five modules of a PMS.

(10)

Q.3. Differentiate between (any two):
(a) Travellers’ cheque and personal cheque
(b) Credit card and debit card
(c) Guest ledger and city ledger

(2x5=10)

Q.4. What are the objectives of cash and credit control in front office? Mention the credit control measures during reservation and check in stages of guest cycle.

(4+6=10)

Q.5. Explain the step by step process of guest check out at the bell desk and cashier’s desk.

(4+6=10)

Q.6. Elaborate on the process of night auditing in front office.

(10)

Q.7. Explain the steps to be taken for any two of the following situations:
(a) Death in the hotel
(b) Foreign currency exchange by front office cashier
(c) Express check-out

(2x5=10)

Q.8. Explain the following terms (any five):
(a) House limit
(b) Floor limit
(c) No post status
(d) Due bank
(e) Overage
(f) Shortage
(g) Self-check-out

(2x5=10)

Q.9. Give one word for the following:
(a) Group of similar accounts.
(b) Amount disbursed on behalf of guest.
(c) Place form where goods and services are provided in a hotel.
(d) Arbitrary time decided for night audit.
(e) Accounts that have already or are approaching their credit limit.
(f) The process of recording transaction on a guest folio.
(g) A charge that reaches the front desk or is posted into guest accounts after his or her departure.
(h) A room status term indicating that a guest is being allowed to check out later than the hotel’s standard check-out time.
(i) To settle in full, the balance of a folio as the guest checks out.
(j) A guest who intentionally does not settle his or her account and leaves the hotel without informing the guest.

(10x1=10)

Q.10. A Translate into English:
(i) Mon Plaisir
(iv) Bonne nuit madame

B Translate into French:
(i) I am sorry sir
(iv) Sign here, please

(5+5=10)

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